



**NOTICE TO HEALTH PLAN MEMBER WHO MAY NOW CHOOSE MEDICAID DIRECT
OR STAY ENROLLED IN A HEALTH PLAN (EXEMPT)**
NC Medicaid 20190925 v1.0

Patricia A. Jones
1234 Any Main St
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

You now have more choices

The people below are in the NC Medicaid Managed Care health plans listed. You can choose a new plan at any time. If you chose a primary care provider (PCP), your PCP is listed below. There are more choices for Patricia A. Jones because [\[reason\]](#).

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	WellCare February 1, 2020 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

Do you want to change to NC Medicaid Direct?

- If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder you may want to change to NC Medicaid Direct.
- To learn more or to change to NC Medicaid Direct, call us at **1-833-870-5500** (TTY: 1-833-870-5588). You do not need to send an enrollment form.

More on back ►

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

If you want to keep your NC Medicaid Managed Care health plan

You do not have to do anything if you want to keep the health plan listed.

If you want to stay in NC Medicaid Managed Care, but want to change your health plan

You can choose a new plan at any time. To learn about the plans and the services they offer:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). You can change your plan at any time.

If you change your health plan before January 31, 2020, the new plan will start on February 1, 2020

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call us or go to the website.

Thank you,

NC Medicaid Team